

ENTERPRISE HEALTH SECURITY CENTER

FREQUENTLY ASKED QUESTIONS



What is EHSC?

EHSC is an award-winning web-based tool that allows managers to monitor and respond to global threats and incidents.

Why is EHSC unique?

There is no program presently available on the market that combines the ability to monitor events like COVID-19 in great detail real-time, plus provide the tools to respond effectively. Clients receive the best practice plans from the world's leading medical and security Assistance company, and these tools you can use to make your own. Within seconds, you have the best practice plans for infectious, natural disaster and security threats that might impact you anywhere in the world.

Who uses EHSC today?

EHSC was created in collaboration with some of the largest technology and banking companies in the world. It is used by security, BCP, medical, HR, crisis management and safety managers for organizations in all industries including Manufacturing, Technology, Professional Services, Retail, Scholastic, NGO, Oil and Gas, and others. It is suitable for both large and small companies alike, typically with international operations.

Why is it useful during COVID-19 and other such incidents?

EHSC allows your team to monitor global events real-time, and focus on how the situation specifically affects your global operational locations. EHSC already has designed the checklist your manager should follow to deal with the situation, and the documents she needs to communicate and respond effectively.

What kind of documents are on the platform?

EHSC provides templates and tools to communicate to your staff with FAQ's, posters and infographics; implement screening procedures when entering the building, manage a potential case, clean the facility, and many other relevant, tactical content.

What's in the typical playbook or checklist?

The playbook is designed to help a layperson manager deal with a situation in her workplace. How to prepare, who to contact, how to set up and manage the incident, what to do after. The playbook also has an area where your team can enter notes to track the status of the situation.

What if I want to change the checklists or documents?

All the functions in the system are customizable. You can change, delete or add tasks or documents, and you can upload, store and access your own documents on the system.

Do you keep the plan up to date when things change during an outbreak like COVID-19?

Yes. EHSC global team maintains the medical content so it is always up to date for you to use. No more surfing the next and cutting and pasting required.

If I'm not on EHSC, can I still get notifications if something happens?

Yes. Each user can turn on their personal notifications and receive emails any time there is a new alert near one of your locations. You can also receive an email notification when one of your colleagues opens or changes a plan.

Can I get the checklists and documents off-line?

Yes. You can download any document and use it off-line. You can also print or download the checklist (playbook) as a PDF to use.

Does EHSC do reporting?

Yes. The senior manager can see all the activities your team has done on the playbook – what % is complete, is there local disruption or how many people are absent from work. The playbook activity can also be reported with one click – showing all activities time-stamped. You can also get a list of all the medical and security alerts are active near your locations.

Can I control who on my team can use it?

Yes, you have complete control of the access your team has. Admin users can customize the playbooks, whereas standard users can only use the playbooks and documents. You can decide how many locations your team has control of.

How many users and admins am I allowed?

It is unlimited. The standard program comes with up to 5 admin users and unlimited general users for up to 250 sites. If you need additional administrators, there is a slight additional charge.

How many locations or sites am I allowed?

It is also unlimited. The standard program comes with up to 250 sites. If you need additional sites, there is a slight additional charge.

What is the difference between "Site Monitor" and EHSC?

EHSC is the full platform. It includes all the plans (there are presently 42 plans in the system) in the system and any that are created during your subscription period. It also allows the admins to create their own plans. Site Monitor clients only have access to 1 plan not 42, and cannot create their own plans. Site Monitor has the same functionality of the full EHSC – without all the plans.

If I get Site Monitor, can I upgrade to the full EHSC platform?

Yes. This can be done seamlessly at any time.

If I get Site Monitor, can I change my one plan to a different one?

No. Once you have selected your one plan, you cannot change. You can always upgrade to the full program and get all the plans.

Is the platform secure?

Yes. EHSC has gone through, and continues to meet the highest standards of security testing. EHSC is being used today by top 100 companies who have all reviewed and approved EHSC security protections. For a full briefing, contact your International SOS representative.

Is it easy to implement?

Yes. All we need is for you to provide a spreadsheet of your locations, and an email address of your SuperAdmin person, and we can activate your platform within minutes. We offer a 1 hour in-person tutorial to your primary SuperAdmins. Additional training sessions can be arranged.

I have limited bandwidth to run the platform. Can you assist?

Yes. We have EHSC admin experts who can assist in setting up and maintaining your platform. Contact your account manager for more details.

I don't have a corporate doctor – can you advise where we could find one?

Yes. We can direct you to Corporate Medical Advisors. They have excellent fractional medical directors available to assist you in managing and effectively using EHSC.

What awards has EHSC won?

EHSC was awarded the **EMMA Award** for Most Innovative use of technology in 2017 and 2018, and the **Stevie 2018 Gold Award** as Innovation of the Year in Business Products.